



The Swan Practice

Improving Our Appointments Service

To help you to be seen more quickly and appropriately we may:

- 📞 Ask you for brief details of your problem
- 📞 Offer you an appointment at one of our other sites
- 📞 Make the appointment with a GP, Nurse or Care Practitioner

Whilst improvements may not be immediate, over time, we hope that:

- ✓ We won't ask you to ring back when there are is no availability
- ✓ There will be less telephone congestion at 8am
- ✓ You will see the most appropriate clinician for your problem